



Prophet Computers

New Customer Questionnaire

1. We are flexible in how / what services we provide that allows us to meet your expectations. How do you see our role in supporting your organization?(Are we to be proactive in maintaining your equipment, do we just respond to request, do we simply do preventive maintenance, etc...)

2. Do you have a server?

3. Do you have a network?

4. How many workstations do you want supported.

5. Do you want us to perform Preventative Maintenance tasks.

6. Do you want us to do maintenance after hours.

7. What is typically the latest hour that you expect anyone to be working (so we know when we can began working on maintenance or PM tasks)?

8. Do you want your employees to have access to us to report issues or request assistance?

9. Who at your organization do you want to be our contact person?

10. What is the email, phone and/or extension # of the contact person?

11. What is the preferred method of contact (email, ticketing system or phone)?

12. What quantity of hours per month do you want to begin with per month (5 hours minimum)?

13. If your allocated time per month has been reached before the end of the month, do you require approval for additional work?
